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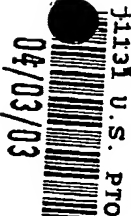By Authority of the
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04-04-03

PROVISIONAL APPLICATION COVER SHEET

Docket No.:   400100

Title: INTERACTIVE ON-LINE COMMUNICATION METHOD

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and Residence:

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Date: April 3, 2003

Box Provisional Patent Application
Commissioner for Patents
Washington, DC 20231

Sir:

This is a request for filing a **provisional application** under 37 CFR '1.53(c).

Enclosed are:

(1)   6 pages of specification;

(2)   37 sheets of informal patent drawings; and

(3)   Check in the amount of $80.00 in payment of the filing fee.

It is hereby asserted that, pursuant to 37 CFR § 1.27(a), the applicant,

TLContact, Inc., is a small entity, and as such, pursuant to 37 CFR § 1.27(b), is entitled

to small entity status for the purpose of paying small entity fees. Please charge any

Interactive On-Line Communication Method

Inventors: Eric L. Langshur
             Sharon A. Langshur
             Mark J. Day

BACKGROUND OF THE INVENTION

When a family member becomes ill and is in the hospital, there is often a flurry of communication going back and forth between family members and friends as they seek to find out the condition of the patient and to send messages. However, this is often difficult, even with the advent of the cell phone. The spouse, the parent, or the adult child of the patient becomes an overworked information manager, being bombarded with urgent messages and inquiries from family and friends. This adds to the stress of the situation.

DESCRIPTION OF THE INVENTION

By this invention, an internet-based system is provided to facilitate the transfer of information between family members and friends. Additionally, a hospital can maintain the system and can gain beneficial contact in various ways with the patient's family and friends, while access can be facilitated to services and products which are desired or needed for purchase by family and friends during the period of illness.

Specifically, this internet-based system may be managed by a hospital or other organization to provide a personal web page for individual patients as desired, where the patient, family, and friends can (1) post news and updates about the patient; (2) exchange messages of support, without intrusion, which can exhaust the patient as in the frequent situation when unlimited hospital visits are allowed; (3) post visiting hours and other contact information; and (4) share photos with friends and family members.

Additionally, the system may provide other services and benefits. For example, it may (5) be hospital branded, looking like the hospital's website for the purpose of advertising and increase of goodwill on behalf of the hospital.

Additionally, (6) a visitor to a particular individual patient website can have the option to click onto a survey and fill it out relative to an evaluation of the hospital.

(7) Other links may be provided into medical information sites, which sites may be specifically selected in a manner that is a function of the disease condition of the patient.

(8) Links to flowers and gifts, including the hospital gift shop, may be included.

(9) An active donation system may be set up. Specifically, once an individual visitor to the individual patient website enters the site a certain number of times, such as ten times, showing a high level of interest, the visitor gets offered an opportunity to make a donation by being sent to an active donation system list optionally including suggested donations both in amount and specific type of donation.

(10) Each visitor can get an update via email of the patient's condition.

(11) A link may be provided to a "Nurse's Hall of Fame", where nurses may be featured with biographies, and comments may be made to praise outstanding nursing care.

(12) A link may be provided to one or more chat rooms to communicate with other patients who share in the disease condition.

Thus, the patient, and relatives and close friends may have individualized, improved access to communication electronically to desired information and with each other, to avoid much unnecessary stress that often goes along with a severe illness, involving and the burden of communication with friends and family.

Subsequent pages informally illustrate text relating to characteristics of the system of this invention, with examples of web pages that may be present and available for access in an individual patient's website which may be set up by the hospital or other organization, the patient, or a representative of the patient, when a person enters the hospital or other healthcare center. This is specifically identified, by way of example, by the trademark CarePage®, which identifies a particular, available system using the principles of this invention. The specifically named website tlcontact.com is presently in existence and available for access on the web, although the specific website of "John Smith" that is shown does not represent an actual patient, and is provided for illustrative purposes. While some of the postings on the website, for example those purported to be posted on March 20, 2003, all bear the same date, it is to be understood that, typically, respective postings will have different dates and times.

The drawings provide various screen displays of the individual patient website, plus descriptive material about such websites and various optional capabilities which may be provided to them by means of programming techniques which are generally known to those skilled in the art.

The disclosure below is for illustrative purposes only, and is not intended to limit clear, equivalent techniques and presentations which utilize the invention disclosed in this application.

DESCRIPTION OF THE DRAWINGS

Fig. 1 represents a copy of one embodiment of the main CarePage® display, the individual patient homepage, which introduces the patient and includes some messages. Links are provided to other pages below.

Fig. 2 illustrates a webpage including various postings about the patient and the time and date of the posting.

Fig. 3 exhibits "printer friendly" patient updates.

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Fig. 4 shows the webpage which comprises the message board.

Fig. 5 discloses a "printer friendly" message board.

Fig. 6 shows a photo gallery webpage, typically featuring the patient.

Fig. 7 is a webpage that displays contact information.

Fig. 8 is a webpage for manager tools providing links to all the manager tools functions.

Fig. 9 is a webpage guestbook in which viewers of the page of Fig. 1 are recorded, plus the number of visits that have been made and the date of the last visit.

Fig. 10 is a webpage where visitors can be invited to view the page of Fig. 1 and other pages, to join the patient's on-line support community. It may be easily sent to the e-mail addresses of the prospective visitors.

Fig. 11 is a welcome message e-mail page which may be included and controlled by the healthcare facility.

Fig. 12 is a webpage with an active donation system, providing donation information.

Fig. 12a shows a progression of screens that are provided to those who link to them by selection from the initial screen for the donor system of Fig. 12.

Fig. 13 is a webpage where a survey can be performed, run by the healthcare facility.

Fig. 14 is a unit specification page, as described.

Fig. 15 shows ways 1-3 of how the page of Fig. 1 can be modified by the user or the healthcare provider.

Fig. 16 shows examples of custom branded webpages, which may serve as the page of Fig. 1, as modified by the individual hospitals or other healthcare providers, for publicity purposes.

Fig. 17 shows how a customized links may be provided on the page of Fig. 1.

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Fig. 18 shows how the page of Fig. 1 can be converted into Spanish, although the posted bulletin remains in English in this option, but could also be converted into Spanish. Other languages may be used as well.

Fig. 19 shows a page like the initial page of Fig. 1, modified for birth of a baby.

Fig. 20 is a summary of services which may be provided by the system of this invention. Not all services need to be utilized in every given system.

Fig. 21 is an example of a main screen provided to those gaining access through the web to the system. It can be seen that one can link to a CarePage® or create a CarePage, and there is room for those who are invited by the representatives of the patient to use the system to register with a password, to ensure privacy. Also, one may create a CarePage or tour a CarePage without having access to private information relating to any patient. The CarePage that is toured is typically a sample page.

Fig. 22 provides an initial screen for the creating of a CarePage, for representatives of the patient, and they too must sign in with a password for protection of privacy. Once they have entered, they can customize the screen of Fig. 1 as they desire, for access by family and friends in accordance with this invention.

Fig. 23 is a summary description of several optional features which may be added to the system if desired, and specifically describes a community message board and its functions.

Fig. 24 describes a webpage which may comprise a nurse's Hall of Fame.

Fig. 24a illustrates a possible design for such a webpage relating to a nurse's Hall of Fame.

Fig. 25 is a description of a screen entitled "in-box."

Fig. 25a shows a screen as described in Fig. 25.

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Fig. 26 describes a hospice screen with links to other functions as described, for patients who are terminally ill.

Fig. 26a shows a "biography" webpage linked to the screen of Fig. 26a.

Fig. 26b shows a "helping hand" webpage, lined to the screen of Fig. 26a.

Fig. 26c is a navigation diagram from a main CarePage in the hospice section through to individual life stories screens. These life stories are intended to celebrate the life of the person in the hospice, plus loved ones and others who are involved.

Fig. 26d shows an individual "life stories" screen.

Fig. 26e shows the screen of the life stories section, with a selection of life stories that have been posted by friends and loved ones.

Fig. 26F comprises a screen pertaining to hospice information, as indicated.

The figure numbers refer to the screen illustrated above each specific number.

The system of Figs. 26 and 26a through f may comprise a separate system, independent from the previous functions, or they may be combined in a single function. Throughout the entire system, it can be seen that one can link from one screen to another with ease, so that friends and loved ones, and the patient herself, can participate in the wide variety of functions provided by the system of this invention.

Many or all of the figures have accompanying explanatory text, which is not necessarily part of the actual webpage display.

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Standard CarePage service features

tlcontact.com

Welcome Michael
If you are not Michael,
click here.

John Smith's CarePage

Patient Update

March 20, 2003 at 04:42 PM CST

John has had a difficult day so far. His heart was pumping faster than it should have been and his doctors have identified the problem as an effusion (a pocket of fluid) that is forming under his left lung. In the next hour John will undergo a procedure to insert an additional drainage tube into his left Pleural cavity. This is a straightforward procedure and we are confident that it will address...

more

Photo Gallery

more

CarePage Links
▶ CarePage
• Patient Update
• Message Board
• Photo Gallery
• Contact Info
• Flowers & Gifts
• Invite a Visitor
• Manager Tools

▤ My Account

🚪 Sign Out

For your privacy, please sign out when finished.

Help TLContact Grow to Reach Families Everywhere
Click Here to Learn How

Message Board

Thanks for the Information
Michael Jones   March 20, 2003 at 04:44 PM CST   more
Glad to hear that everything is OK
Michael Jones   March 20, 2003 at 04:44 PM CST   more
Congratulations John!
Michael Jones   March 20, 2003 at 04:44 PM CST   more

Home | About CarePages | Contact Us | Help | Corporate Web site | Privacy | Terms and Conditions

Figure 1 Main CarePage

Main CarePage includes:
- Patient's name
- First part of most recent Patient Update, with date and time posted
- Photo of CarePage manager's choosing
- Subject line of 3 most recent messages posted to the Message board, with poster's name and date and time posted
- All of the above hyperlink to the appropriate sub-section page

Patient Update

Post news and updates about the patient, and broadcast it to friends and family in an instant.

HOME   **ABOUT CAREPAGES**   **CONTACT US**   **HELP**

Welcome Michael
If you are not Michael,
click here.

▶Patient Update

🖨 Printer-friendly
Version

CarePage Links
- CarePage
- ▶ Patient Update
- Message Board
- Photo Gallery
- Contact Info
- Flowers & Gifts
- Invite a Visitor
- Manager Tools

Post an Update

Page: Next

Now Viewing Updates 6-10 of 10 | Reverse Order

10 March 20, 2003 at 04:42 PM CST

John has had a difficult day so far. His heart was pumping faster than it should have been and his doctors have identified the problem as an effusion (a pocket of fluid) that is forming under his left lung. In the next hour John will undergo a procedure to insert an additional drainage tube into his left Pleural cavity. This is a straightforward procedure and we are confident that it will address the problem.

`edit` `delete`

9 March 20, 2003 at 04:42 PM CST

John passed another stable and calm night, in medical terms at least. Unfortunately, he prefers to sleep on his stomach, so every time he rolls over the pain from his chest wound wakes him up crying. Of course, to have this be the major difficulty is fabulous news.

`edit` `delete`

8 March 20, 2003 at 04:42 PM CST

John is doing really well! After passing a calm night and normalizing his breathing his doctors intend to take him out of the ICU by the end of the day! His bleeding has slowed and his blood oxygen levels are showing great progress. Congratulations John!

`edit` `delete`

7 March 20, 2003 at 04:42 PM CST

John is now safely in the ICU and is starting to wake up from the general anesthetic. His parents report from first hand that he is doing well, but has a number of immediate challenges to overcome.

`edit` `delete`

6 March 20, 2003 at 04:41 PM CST

John is still in surgery at this hour but everything so far has gone well. Shortly, he will begin the difficult transition off the heart/lung bypass machine. This starts the period of 12-24 hours that will be the most crucial in his recovery.

`edit` `delete`

Now Viewing Updates 6-10 of 10 | Reverse Order

Page: Next

📧 **My Account**

🚪 **Sign Out**

For your privacy, please
sign out when finished.

**Help TLContact
Grow to Reach
Families
Everywhere**

**Click Here
to Learn How**

Figure 2: Patient Update

Patient Update features:

- Allows CarePage manager to post information and edit or delete that information at a later date
- Time and date posted are displayed with each update
- Updates are posted in chronological order, 5 updates per page
- Order of updates can be reversed
- An e-mail notification is sent to all CarePage visitors when the update is posted – this includes a direct link to the CarePage
- Updates can be displayed in a "printer friendly" format that enables convenient, high quality, printing

tlcontact.com

Close this window

> **March 20, 2003 at 04:42 PM CST**
> John has had a difficult day so far. His heart was pumping faster than it should have been and his doctors have identified the problem as an effusion (a pocket of fluid) that is forming under his left lung. In the next hour John will undergo a procedure to insert an additional drainage tube into his left Pleural cavity. This is a straightforward procedure and we are confident that it will address the problem.

> **March 20, 2003 at 04:42 PM CST**
> John passed another stable and calm night, in medical terms at least. Unfortunately, he prefers to sleep on his stomach, so every time he rolls over the pain from his chest wound wakes him up crying. Of course, to have this be the major difficulty is fabulous news.

> **March 20, 2003 at 04:42 PM CST**
> John is doing really well! After passing a calm night and normalizing his breathing his doctors intend to take him out of the ICU by the end of the day! His bleeding has slowed and his blood oxygen levels are showing great progress. Congratulations John!

> **March 20, 2003 at 04:42 PM CST**
> John is now safely in the ICU and is starting to wake up from the general anesthetic. His parents report from first hand that he is doing well, but has a number of immediate challenges to overcome.

> **March 20, 2003 at 04:41 PM CST**
> John is still in surgery at this hour but everything so far has gone well. Shortly, he will begin the difficult transition off the heart/lung bypass machine. This starts the period of 12-24 hours that will be the most crucial in his recovery.

> **March 20, 2003 at 04:41 PM CST**
> John had his cardiac catheter procedure today and we are pleased to report that everything looks great. To prepare for tomorrow's surgery, catheters were sent through arteries in his neck and groin to visually inspect the heart and take pressure measurements. This procedure and the echocardiogram that was also done provided confirmation that everything is in good standing to proceed with his surgery.

> **March 20, 2003 at 04:41 PM CST**
> John did very well in waiting for this procedure despite not being able to eat or drink anything for several hours beforehand. He even managed to finish the day in his legendary good cheer, albeit with a little help from the Teletubbies.

Figure 3: "Printer Friendly" Patient Updates

Message Board

Allows members of the patient's support community to exchange messages of support, without intrusion.

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| HOME | ABOUT CAREPAGES | CONTACT US | HELP |

Welcome Michael
If you are not Michael,
click here.

▶Message Board   🖨 Printer-friendly Version

CarePage Links
- CarePage
- Patient Update
- ▶ Message Board
- Photo Gallery
- Contact Info
- Flowers & Gifts
- Invite a Visitor
- Manager Tools

📧 My Account

🔲 Sign Out

For your privacy, please
sign out when finished.

**Help TLContact
Grow to Reach
Families
Everywhere**

Click Here
to Learn How

Show your support by posting a message on the patient's message board. To post a message, just click the "Post a Message" button below. To reply to one of the posted messages, click the "reply to this message" button.

[Post a Message]   [Next]

Now Viewing Messages 1-5 of 10

Thanks for the information
Michael Jones March 20, 2003 at 04:44 PM CST   [delete]

I've been watching the Web site closely for two days, and again so much appreciate that we have this connection. Sending good vibes and wishes your way for an uneventful and speedy recovery.

[reply to this message]

Glad to hear that everything is OK
Michael Jones March 20, 2003 at 04:44 PM CST   [delete]

Dear friends,

Terrific news about the surgery, hopefully the toughest part is behind him and he has a healthy recovery! We're thinking about him all the time and hope he gets to use his new toys soon. Reilly is just learning to say his prayers and after the amen was a Mamoo.

Love, Kelley, Matt & Reilly

[reply to this message]

Congratulations John!
Michael Jones March 20, 2003 at 04:44 PM CST   [delete]

Once again, John, you've shown us what a remarkable little trooper you are. We're thinking of all of you and send love and loads of good wishes as we await further good news.

[reply to this message]

Great News!
Michael Jones March 20, 2003 at 04:43 PM CST   [delete]

We're glad to hear that the surgery went well and that John is recovering. Having been through this with my son's heart surgery, I know how difficult it is waiting and watching. Our prayers are with you for the whole family.

[reply to this message]

You pulled it off!
Michael Jones March 20, 2003 at 04:43 PM CST   [delete]

It has been very moving to follow every step in his recovery as if all of your family and friends were there with you. I am thinking of you all and sending John all my positive wishes.

[reply to this message]

Now Viewing Messages 1-5 of 10

[Next]

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Figure 4: Message Board

Message Board features:
- Allows CarePage users to post messages for the CarePage manager, patient and other visitors to read
- Time and date posted, as well as the poster's name, are displayed with each message
- Messages are posted in reverse chronological order, 5 messages per page
- User can "reply" to message, which posts a message that will appear as linked to the original message
- CarePage managers can delete any message on the Message Board
- Messages can be displayed in a "printer friendly" format that enables convenient, high quality, printing

tlcontact.com

Glad to hear that everything is OK
Michael Jones   March 20, 2003 at 04:44 PM CST
Dear friends,

Terrific news about the surgery, hopefully the toughest part is behind him and he has a healthy recovery! We're thinking about him all the time and hope he gets to use his new toys soon. Reilly is just learning to say his prayers and after the amen was a Mamoo.

Love, Kelley, Matt & Reilly

Congratulations John!
Michael Jones   March 20, 2003 at 04:44 PM CST
Once again, John, you've shown us what a remarkable little trooper you are. We're thinking of all of you and send love and loads of good wishes as we await further good news.

Great News!
Michael Jones   March 20, 2003 at 04:43 PM CST
We're glad to hear that the surgery went well and that John is recovering. Having been through this with my son's heart surgery, I know how difficult it is waiting and watching. Our prayers are with you for the whole family.

You pulled it off!
Michael Jones   March 20, 2003 at 04:43 PM CST
It has been very moving to follow every step in his recovery as if all of your family and friends were there with you. I am thinking of you all and sending John all my positive wishes.

Yeah John!
Michael Jones   March 20, 2003 at 04:43 PM CST
Keep your parents on their toes - I'm sure they love the exercise! Lots of love, Cheryl.

Yippee!
Michael Jones   March 20, 2003 at 04:43 PM CST
Great news, I can imagine how wonderful it must have been for you to see that smile return!

Figure 5: "Printer Friendly" Message Board

Photo Gallery
Share up to 12 photos with friends and family members.

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| HOME | ABOUT CAREPAGES | CONTACT US | HELP |

Welcome Michael
If you are not Michael,
click here.

▶Photo Gallery

CarePage Links
- CarePage
- Patient Update
- Message Board
▶ Photo Gallery
- Contact Info
- Flowers & Gifts
- Invite a Visitor
- Manager Tools

📄 My Account

🚪 Sign Out

For your privacy, please
sign out when finished.

How could you resist this smile?

Click on any small images below to see it displayed full-size above.

Figure 6: Photo Gallery

Photo Gallery Features:
- CarePage manager can post up to 12 images, which can be viewed by all CarePage visitors
- Clicking on any "thumbnail" image causes a larger version of said image to appear at the top of the page
- CarePage manager can enter a caption to be displayed with each image

- CarePage manager can specify which of the photo gallery images will appear on the Main CarePage
- CarePage manager can delete any/all photos from the photo gallery

Contact Information

Automatically displays the healthcare facility's contact information, and gives the CarePage manager the option to post visiting hours and patient's contact information.

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HOME   ABOUT CAREPAGES   CONTACT US   HELP

Welcome Michael
If you are not Michael,
click here.

▶**Contact Info**

CarePage Links
- CarePage
- Patient Update
- Message Board
- Photo Gallery
- ▶ Contact Info
- Flowers & Gifts
- Invite a Visitor
- Manager Tools

My Account

Sign Out

For your privacy, please sign out when finished.

Home Address
John Smith
3047 N Lincon Ave
Suite 210
Chicago, IL 60657
United States
773.348.0720

Healthcare Provider
St. Elsewhere
123 Main
Chicago, IL 60610
United States
555.555.5555

Room: 5
Visiting Hours: 10am to 8pm
Special Instructions:

E-mail Address
The CarePage Manager -
Michael Jones:
test@tlcontact.com

The Patient
test@tlcontact.com

Help TLContact Grow to Reach Families Everywhere

Click Here to Learn How

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Figure 7: Contact Info

Contact Information features:
- CarePage automatically displays the address and phone number of the healthcare facility where the patient is being treated
- CarePage manager can post the patient's home address, phone number and e-mail address
- CarePage manager can post visiting hours and any special visiting instructions
- CarePage manager's name and e-mail address are posted

CarePage Usability Tools

A toolbox that makes it easy for the CarePage manager to customize the CarePage, manage visitors, and control privacy.

Manager Tools page

Links to all of the manager tools functions

tlcontact.com

| HOME | ABOUT CAREPAGES | CONTACT US | HELP |

Welcome Michael
If you are not Michael, click here.

MANAGER TOOLS

CarePage Links

- CarePage
- Patient Update
- Message Board
- Photo Gallery
- Contact Info
- Flowers & Gifts
- Invite a Visitor
- ► Manager Tools

📋 My Account

🚪 Sign Out

For your privacy, please sign out when finished.

Welcome to the Manager Tools for your CarePage.
You'll use these tools to post updates and photos, add or edit CarePage information, and much more. Wondering where to start? Just look below.

Post Updates & Photos

Post Updates
Post updates about the patient's condition or diagnosis.

Post Photos
Post photos of the patient to your CarePage.

Manage Your Visitors

Invite Visitors
Invite friends and family to visit your CarePage.

Guest Book
View and edit the guest book for your CarePage.

Change Privacy Level
Change the privacy level of your CarePage.

Edit Your CarePage

Edit Patient Info
Edit patient contact information.

Edit Visiting Info
Edit visiting info and special directions for your visitors.

Edit CarePage Details
Deactivate your CarePage or change the time zone of your postings.

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Figure 8: Manager Tools page

Guest Book Tool

Provides an easy way for the CarePage manager to manage all of the visitors of his/her CarePage.

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| HOME | ABOUT CAREPAGES | CONTACT US | HELP |

Welcome Michael
If you are not Michael,
click here.

▶Guest Book

CarePage Links
- ▶ CarePage
- • Patient Update
- • Message Board
- • Photo Gallery
- • Contact Info
- • Flowers & Gifts
- • Invite a Visitor
- • Manager Tools

Your Guest Book is a list of all the visitors to your CarePage. If you'd like any of the visitors below to have access to Manager Tools, just click the co-manager box next to their name and click "Save Changes". You may also remove a visitor from the list at any time.

Name	Visits	Last Visit	Co-Manager	Remove
Jorge Jorge test@tlcontact.com	1	March 21, 2003	☐	☐
Erin Smith test@tlcontact.com	1	March 21, 2003	☐	☐

🗎 My Account   Exit   Save Changes

🚪 Sign Out

For your privacy, please sign out when finished.

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Figure 9: Guest Book

- Displays visitor's name and e-mail address
- Displays the number of times a visitors has viewed the CarePage, and the date of their last visit
- CarePage manager can delete any visitor from the guest book
- CarePage manager can designate any visitor as a "Co-manager", who has all of the same system privileges as the Manager except the ability to create other Co-managers.

Invite a Visitor Tool

Provides an easy way for CarePage managers to invite friends and family to view the CarePage and join the patient's online support community.

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HOME ABOUT CAREPAGES CONTACT US HELP

Welcome Michael
If you are not Michael,
click here.

►Invite Visitors

CarePage Links
- CarePage
- Patient Update
- Message Board
- Photo Gallery
- Contact Info
- Flowers & Gifts
- ► Invite a Visitor
- Manager Tools

Use our easy invitation tool to invite new visitors to the CarePage. Just enter your friend or family member's e-mail address below and we'll send them an invitation. If you'd like to see the invitation before you send it, click here to view the invitation.

Visitor's E-mail Address: example@tlcontact.com

Hint: To send this invitation to more than one person at a time, you may enter multiple e-mail addresses separated by a comma.

Include a Personal Message: (optional)

Please visit my CarePage.

📄 My Account

🚪 Sign Out

For your privacy, please sign out when finished.

Send

Exit

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Figure 10: Invite a Visitor

Invite a Visitor features:
- Users can enter multiple e-mail address in order to send multiple invitations at one time
- Users can include a custom message of their choosing with the invitation
- Hyperlink to an example of the invitation's content is displayed
- This feature is available only to CarePage managers when the "restricted access" privacy option is enabled

Premium Features

A premium feature package is available, that multiplies the value of the CarePage service for healthcare institutions.

Welcome Message

TLContact communicates a personalized welcome message from the CEO or Chief Nursing Executive that expresses their commitment to patient care.

- Healthcare facility specifies content of the message, which includes the facility's logo, text, and a photo of their choosing
- Message is sent to users via e-mail, after their 2nd visit to a CarePage
- Two types of messages are distributed, one for the CarePage manager/patient audience, and the other for the CarePage visitor audience

MIAMI CHILDREN'S HOSPITAL.
We're here for the children

Welcome to Miami Children's CarePage service

I am pleased that you are interested in our CarePage service. At Miami Children's, we well understand the challenges families confront when a child is hospitalized. Keeping in touch with extended family and well wishers is a high priority for you. Yet contacting all those who want to follow your progress can be time consuming and costly.

It is our hope that the CarePage service can help you keep friends and family informed - regardless of geographic location - while giving you more time and energy to devote to your child and your immediate family obligations.

The CarePage service is just one of the many ways Miami Children's seeks to serve the families who turn to us for care. While you are on-line, drop by our website to review our other patient and community education programs.

Please let us know if there is anything else we can do to enhance your child's stay at MCH!

Sincerely,

Thomas M. Rozek
President and CEO
Miami Children's Hospital

Figure 11: Welcome Message e-mail

Active Donation System

The CarePage service incorporates a donation solicitation to reach users when they are most likely to respond. Donation system also provides hospital foundations with a method of acquiring prospective donors in a manner compliant with HIPAA regulations (note to counsel: talk to TLContact about this point).

tlcontact.com

HOME   ABOUT CAREPAGES   CONTACT US   HELP

Great! Join other friends of the Smith's in giving to Children's Memorial Hospital.

When you make a contribution to the Children's Memorial Foundation in John's name, the family will receive a card acknowledging your gift (but not the amount).

Plus, your gift will help other sick kids and their families in many ways, including helping to improve access to computers and the TLContact service.

I would like to give $ [   ] in John's name.

Continue

No Thanks

Home | About CarePages | Contact Us | Help | Corporate Info | Privacy | Terms and Conditions

Figure 12: Active Donation System - Donation Information Page

- Content can be customized for each healthcare facility
- The donation solicitation is displayed before a user enters the CarePage for the 10th time
- User can opt to make a donation at the time it is presented, or can opt to donate on a later visit to the CarePage
- User is presented with information to donate by mail, by phone and online (if the facility's Web site offers this)
- User is prompted for amount of donation and it is recorded in our database
- Users that opt to donate online are redirected to the facility's online system and this redirect is logged on our servers
- If the user selects the "Ask me Later" option two times, they are sent a follow-up e-mail to summarize donation information and are no longer presented with the solicitation
- Summary e-mail directs user back into donation solicitation

Figure 12a

Active Survey System

Prompts members to complete an online survey at a time when they are most likely to respond. It provides real-time results a healthcare facility can act upon immediately.

CHOC

HOME   ABOUT CAREPAGES   CONTACT US   HELP

▷Help Us to Improve...

Children's Hospital of Orange County offers TLContact's CarePage service because of its commitment to patient satisfaction. We hope that this service has been helpful to you.

Please show your support for the CarePage service by taking this short survey, administered by TLContact. Your comments help TLContact and CHOC to serve you better. Thank you very much.

- It only takes a few minutes
- All questions are optional
- You'll be taken directly to your CarePage when finished
- This survey is anonymous

Are you a recent patient at CHOC?

○ Yes

○ No

Are you a recent patient at CHOC at Mission?

○ Yes

○ No

If no, are you a family member or friend of a patient?

○ Family

○ Friend

Figure 13: Active Survey page

- Questions can be customized for each healthcare facility
- Different questions can be presented to CarePage managers, and CarePage visitors
- Survey is displayed before a CarePage manager enters the CarePage for the 7th time, or before a visitor enters the CarePage for the 6th time
- User can opt to take survey at the time it is presented, or can opt to take it on a later visit to the CarePage

- Results of the survey are immediately and automatically sent to a designated representative at the healthcare facility via e-mail
- Results are also recorded in a database, allowing for future aggregate reporting and analysis
- Aggregate reports are sent to the facility on a quarterly basis

Unit Specification

Prompts users to specify the unit of the hospital in which they are creating the CarePage and/or receiving care. This information is included in the quarterly reports, and can be used to help track and improve utilization of the CarePage service in your organization.

tlcontact.com

Welcome Michael

▶Success!

Thank you for using our service. Your CarePage has been successfully created. We'll be sending you a confirmation e-mail along with detailed instructions on how your friends and family can locate your CarePage.

Before you view your CarePage:

Please select the hospital unit the patient is in.

Please make a selection:

Please make a selection
Cardiac
Cardiac Surgery
Cardiovascular
Cardiovascular Surgery
General Internal Medicine
General Surgery
Nephrology (Kidney)
Neurology
Neurosurgery
Ophthalmology

View Your CarePage

Figure 14: Unit Specification page

CarePage Customization

Look and Feel
The look of a CarePage can be customized to reinforce the unique brand identity of a healthcare facility.

Customizable aspects of the design include:
1. The color of all images on the Carepage
2. The color of text on the CarePage, including hyperlinks and text headers
3. The design of the page header is completely customizable with graphics and text of the hospital's choosing

Figure 15: Customizable aspects of CarePage

Figure 16: Examples of Custom Branded CarePages

Customized Links and Features

The main page of the CarePage displays links to the healthcare facility's home page and 2 other URLs. These two other URLs may be the healthcare facility's online gift shop, online donations page, visiting information or other page of their choosing.

Figure 17: Customized links

Spanish Language Option

The CarePage service is available with a Spanish language option.

- Users can switch between English and Spanish modes
- Healthcare facilities can choose English or Spanish as the default language for the branded CarePage
- All e-mail correspondences are bi-lingual
- Full-time customer support is available in Spanish

Figure 18: Example of a Spanish Language CarePage

Baby CarePage Option

A specialized version of the CarePage is available for hospitals to offer to their patients who are having children.

Figure 19: Example of a Baby CarePage

Before delivery:
- Displays a message that the family is expecting an addition
- CarePage manager can choose to display the expected sex and date of birth of the baby

After delivery:
- Baby's name is displayed
- Baby's birth date, time and city and state are displayed
- Baby's weight and length are displayed

- Graphic displays "It's a boy!" or "It's a girl!" message, depending on the baby's sex

TLContact's CarePage Service

The CarePage service helps family and friends communicate during hospitalization, pregnancy and delivery, or long-term care.

A CarePage is a personal Web page that builds a community of support around a patient, and allows patients and their family to:
- Post news and updates
- Exchange messages of support, without intrusion
- Post visiting hours and contact information
- Share photos with friends and family members

Standard CarePage service features:
- Patient Update
- Message Board
- Photo Gallery
- Contact Information

CarePage Usability tools
- Invite a Visitor
- Manager Tools

TLContact has also built marketing features into the CarePage service, which provide great value to healthcare institutions that offer the service to their patients.

Marketing features:
- Welcome Message
- Active Donation System
- Active Survey System
- Unit Specification

Healthcare facilities that purchase the CarePage service can also opt to customize the service promote their brand.

Branding Options and tools:
- Custom branding of CarePage Look and Feel
- Customized Links
- Spanish Language Option
- Baby CarePage Option

Figure 20

Welcome to CarePages at TLContact.com

tlcontact.com™

HOME | ABOUT CAREPAGES | CONTACT US | HELP

English | Español

Welcome to TLContact.com - *the easiest way to stay in touch.*
Our CarePage service helps family and friends communicate during hospitalization, pregnancy and delivery, or long-term care. It's free, private and easy to use.

What is a CarePage?

A CarePage is a personal Web page, where you can easily:

- Post news and updates about the patient.
- Exchange messages of support, without intrusion.
- Post visiting hours and contact information.
- Share photos with friends and family members.

Tour a CarePage

Get Started

Visit a CarePage

Create a CarePage

Returning Members
Please Sign In

Member Name

Password

GO

Mode:
Faster | Secure

Sign In Help

Forgot your password?

"...your website was a godsend."

Read More

Read about how we've helped.

Underlined North America's leading hospitals are improving the healthcare experience for patients and their families by sponsoring CarePages.

To learn more, please see our Information for Sponsors.

Home | About CarePages | Contact Us | Help | Corporate Web site | Privacy | Terms and Conditions

Figure 21

tlcontact.com

HOME | ABOUT CAREPAGES | CONTACT US | HELP

English | Español
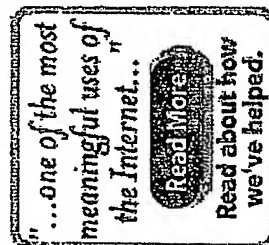
▲Create a CarePage

CarePages help friends and family communicate before, during and after hospitalization. You can easily post photos and updates on the patient's condition and visitors can leave messages of support for everyone to share. It only takes about ten minutes to create your personalized CarePage.

Here's some helpful information before you begin...

- You'll start by registering with us on the next page. Please make sure you have a valid e-mail address before you continue.

- Whether you are the patient or you are creating a CarePage for a loved one, we refer to you as the CarePage Manager. You'll be responsible for creating, updating and inviting visitors to the CarePage.

- You'll follow a series of quick steps to create your CarePage. Click "Continue" at the bottom right-hand corner of each page to continue to the next step. Click here to view the list of steps.

- When you're finished creating your page, you can add or edit any information using your "Manager Tools". You can also designate any of your visitors to help you co-manage your CarePage.

Click "Start Here" and you'll be on your way to creating a CarePage...

▲Start Here!

Your Privacy
Protecting your privacy is very important to us. Please read our privacy pledge for more information.

? Learn About Privacy

Returning Members Please Sign In

Member Name

Password

Go

Mode: Faster | Secure

? Sign In Help

Forgot your password?

"...one of the most meaningful uses of the Internet..."

Read More

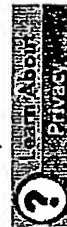Read about how we've helped.

Figure 22

Planned Features

TLContact has several new features planned for near-term development, which will significantly enhance the CarePage service for healthcare institutions and their constituents.

Planned features include:

- Community Message Board
- Nurses Hall of Fame
- CarePage In-Box
- Hospice CarePage

Community Message Board

The Community Message Board brings people together to share their thoughts on common disease-related issues. This message boards will exist

Features of the Community Message Board include:

- Allows TLContact members to post messages for other members to read.
- Time and date posted, as well as the poster's screen name, are displayed with each message.
- User can "reply" to message, which posts a message that will appear as linked to the original message.
- Messages can be displayed in a "printer friendly" format that enables convenient, high quality, printing.
- Members can submit suggestions for new disease-specific Message Board.
- Users can invite others to view the Message Board through a "Tell a Friend" tool. This tool sends an e-mail message to a specified address, which includes a link to the specific Message Board.
- Specific areas of the Message Board are reserved for TLContact approved advertising and promotions.
- Links to feedback surveys are provided to solicit suggestions/comments from the user population.
- Links to relevant medical information can be displayed according to the topic of the Message Board.
- Help section is provided for users, which displays instructions on using the Community Message Board, as well as answers to frequently asked questions.
- Members must agree to TLContact's Terms and Conditions statement before using the Community Message Board.
- TLContact has the ability to delete messages on the Message Board.

Figure 23

Nurses Hall of Fame

This tool provides a way for patients to recognize the outstanding care that nurses provide every day, and is a tool for hospitals to market the quality of their care and to recognize their nurses.

- CarePage users can submit a quote about a nurse or other healthcare professional through an online form
- Message is posted on a Web page, along with the nurses name, and his/her affiliated healthcare institution
- Notification is automatically sent, via e-mail, to a designated representative at the hospital, as well as the referring CarePage user. Notification would include a hyperlink to the posted message on the Nurses Hall of Fame
- Displayed messages are sorted by healthcare institution, allowing hospital employees to view all messages for their institution
- A personalized certificate would be available for printing, to any nurse recognized on the Hall of Fame

Figure 24

tlcontact

Nurses Hall of Fame

University of Michigan Health System

Debra Jennings, R.N. :: Print Certificate

"I just wanted to say thank you to Debra for helping us through such a scary time. When our newborn son was very ill, we had so many questions and felt so alone. She informed us through every step of the process and it really helped us cope.

"Our nurse, Debra Jennings, was so supportive through our entire ordeal. She knew our baby so well, that when he had a change in behavior, she persisted and encouraged the physicians to explore the problem further. The doctors eventually operated on Jason, and he is doing much better. Her observation and quick thinking saved his life!"

Michael Stapp, R.N. :: Print Certificate

"We want to make sure the appropriate recognition is given to nurse Michael Stapp. I can't speak more highly enough of him. He was so helpful and compassionate while still being highly professional. We felt so comfortable and at ease in his presence."

Maria Villanueve, R.N. :: Print Certificate

"The entire labor and delivery nursing staff were phenomenal. As first time parents we didn't know what to expect. They anticipated our every need and made us feel completely at ease."

"Maria in the Labor/Delivery was so attentive, caring and educational. She took time to clarify things and give us specific explanations. She repeated information for us a number of times so that we could really get a grasp of what was going on....She gave us reason to stay positive and focused.
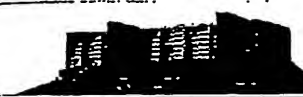
Nurses Hall of Fame

figure 24a

CarePage In-Box

The CarePage In-box tool provides a way for healthcare institutions to communicate important information to their patients and others, through the CarePage service.

- Hospitals would input the content of a message into a Web page that was part of the CarePage service.
- A graphic reminder would appear on the CarePage when a message was available for viewing by a CarePage service user (see graphic)
- By clicking on the graphic, the user would be taken to another Web page, where they could view the message
- Messages could include both text and graphics
- Items that healthcare institutions could promote through the messages include: Hospital programs of excellence, Fundraising events, Support-group meetings, Hospital education programs, Nurses Hall of Fame, Blood drive efforts, etc.

Figure 25

HOME   ABOUT CAREPAGES   CONTACT US   HELP

CarePage Links

▶ **CarePage**
• **Patient Update**
• **Message Board**
• **Contact Info**
• **Flowers & Gifts**
• **Medical Info**
• **Photo Gallery**
• **Invite a Visitor**
• **Manager Tools**

✉ **Messages**
▤ **My Account**
▯ **Sign Out**

Make a Gift Today

John Smith's CarePage

| Visit the UMHS Home Page | View a Guide for Patients and Visitors | Make a Donation To UMHS Hospitals |

📋 Patient Update

December 31, 2002 at 02:15 PM EST

John has had a difficult day so far. His heart was pumping faster than it should have been and his doctors have identified the problem as an effusion (a pocket of fluid) that is forming under his left lung. In the next hour John will undergo a procedure to insert an additional drainage tube into his left Pleural cavity. This is a straightforward procedure and we are confident that it will address...

`more`

📷 Photo Gallery

`more`

💬 Message Board

Thanks for the information		
Michael Jones December 31, 2002 at 02:18 PM EST		`more`
Glad to hear that everything is OK		
Michael Jones December 31, 2002 at 02:16 PM EST		`more`
Great News!		
Michael Jones December 31, 2002 at 02:18 PM EST		`more`

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CarePage In-box

Figure 25a

Hospice CarePage

The Hospice CarePage would customize the CarePage service for patients receiving care in a hospice environment.

Features of the Hospice CarePage include:
- Biography
  - o Allows the CarePage manager to post the patient's biography to the CarePage
  - o CarePage manager can add to, edit, or delete the biography at a later date
- Helping Hand
  - o Allows CarePage manager to post tasks which the family needs assistance to accomplish
  - o Visitors can view these tasks, and then offer assistance to the CarePage manager via e-mail
  - o Tool Displays a subject, date and time, as well as a description of the task
  - o CarePage manager can edit and delete tasks at any time
- Life Stories
  - o Provides CarePage visitors an opportunity to post stories about the patient's life, for others to read
  - o An index of all stories is available on a main page, with hyperlinks to each individual story
  - o Individual stories are displayed along with a title, the author's name, and the date and time posted
  - o Authors can edit or delete their own stories at any time
  - o CarePage managers can delete a story at any time
- Hospice Info
  - o Displays information about hospice care
  - o Displays hyperlinks to information about hospice care and other health resources

Figure 2-6

tlcontact.com

You can post a biography of the
patient to share details of the
patient's life with friends and family.

Exit

Ellen's CarePage

Welcome

CarePage

▶Biography
Latest News
Message Board
Helping Hand
Life Stories
Contact Info
Flowers & Gifts
Hospice Info
Photo Gallery

▶Biography

Ellen's Biography

Ellen (Valentino) McCready was born in Madison Wisconsin in 1923. After graduating high school, she married her sweetheart, Andrew McCready in 1941. In addition to raising three children, Samantha, Kathryn and Chris, Ellen has spent a great deal of time working to improve the community. She is a member of several volunteer organizations, including the Neighborhood Beautification Association, the Sierra Club, and the Humane Society.

In 1998, her husband Andy passed away from a heart attack. Ellen has spent the past few years spending time with her children, grandchildren, and many other friends.

In early February of 1998, Ellen was diagnosed with lung cancer. After receiving chemotherapy and radiation, she was able to slow the progression of the disease. Unfortunately, the cancer still continues spread. Early this spring, Ellen decided that she wanted to spend as much time at home as possible with a minimal amount of medication. She has lived at home since last May with the aid of her family and some healthcare workers. Last week, her illness took a turn for the worse. St. Elsewhere Hospice workers and volunteers have come into her home to provide additional aid and support.

We are planning a large celebration for Ellen's Birthday on May 11. Anyone is welcome!

Home | About CarePages | Contact Us | Help | Corporate Info | Privacy | Terms and Conditions

Biography

Figure 26a

tlcontact.com
HOME

▶ Exit

Ellen's CarePage

Welcome

CarePage

Biography
Latest News
Message Board
▶ Helping Hand
Life Stories
Contact Info
Flowers & Gifts
Hospice Info
Photo Gallery

▶Helping Hand

Pick up Uncle Jerry

Saturday May 11, at 1:00pm

Someone needs to pick up Uncle Jerry from the nursing home and bring him to Grandma's birthday party.The address is:
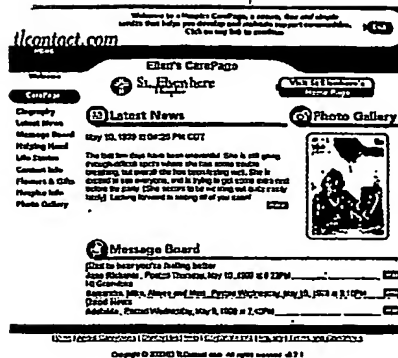
3047 N Lincoln Ave
Chicago, IL 60657

Of course, whoever picks him up will also need to be responsible for dropping him off later in the afternoon. Please be aware that he might not be able to stay for the whole party, so you might need to bring him home earlier in the afternoon.
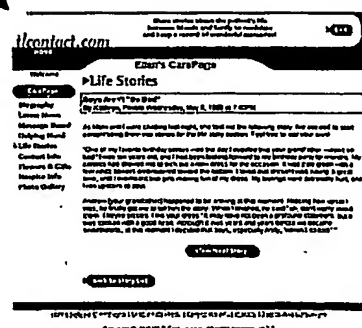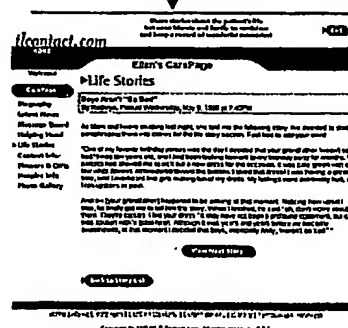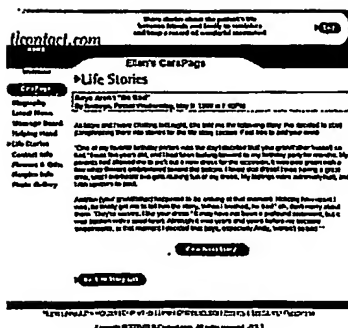
. *Helping Hand*

Fig. 26b

Main CarePage
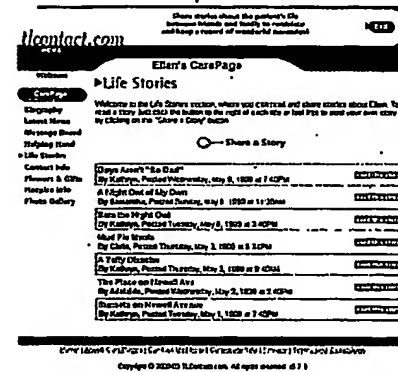
Life Stories Index

Fig. 26c

Individual Story pages

Life Stories Navigation Diagram

tlcontact.com

Share stories about the patient's life
between friends and family to reminisce
and keep a record of wonderful memories!

► Exit

Ellen's CarePage

Welcome

CarePage

Biography
Latest News
Message Board
Helping Hand
►Life Stories
Contact Info
Flowers & Gifts
Hospice Info
Photo Gallery

►Life Stories

Welcome to the Life Stories section, where you can read and share stories about Ellen. To read a story, just click the button to the right of each title or feel free to post your own story by clicking on the "Share a Story" button.

⟲— **Share a Story**

Boys Aren't "So Bad" By Kathryn, Posted Wednesday, May 9, 1999 at 7:40PM	read this story
A Night Owl of My Own By Samantha, Posted Sunday, May 8, 1999 at 11:20AM	read this story
Sam the Night Owl By Kathryn, Posted Tuesday, May 6, 1999 at 3:40PM	read this story
Mud Pie Mania By Chris, Posted Thursday, May 3, 1999 at 5:31PM	read this story
A Taffy Disaster By Kathryn, Posted Thursday, May 3, 1999 at 9:40AM	read this story
The Place on Newell Ave By Adelaide, Posted Wednesday, May 2, 1999 at 2:40PM	read this story
Sunsets on Newell Avenue By Kathryn, Posted Tuesday, May 1, 1999 at 7:40PM	read this story

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Life Stories Index

Fig 26e

tlcontact.com

Share stories about the patient's life between friends and family to reminisce and keep a record of wonderful memories!

▶ Exit

Ellen's CarePage

Welcome

CarePage

Biography
Latest News
Message Board
Helping Hand
▶**Life Stories**
Contact Info
Flowers & Gifts
Hospice Info
Photo Gallery

▶Life Stories

Boys Aren't "So Bad"
By Kathryn, Posted Wednesday, May 9, 1999 at 7:40PM

As Mom and I were chatting last night, she told me the following story. I've decided to start paraphrasing them into stories for the life story section. Feel free to add your own!

"One of my favorite birthday parties was the day I decided that your grandfather 'wasn't so bad.' I was ten years old, and I had been looking forward to my birthday party for months. My parents had allowed me to pick out a new dress for the occasion. It was pale green with a few white flowers embroidered toward the bottom. I loved that dress! I was having a great time, until I overheard two girls making fun of my dress. My feelings were extremely hurt, and I ran upstairs to pout.

Andrew (your grandfather) happened to be arriving at that moment. Noticing how upset I was, he finally got me to tell him the story. When I finished, he said ' oh, don't worry about them. They're sissies. I like your dress.' It may have not been a profound statement, but it was spoken with a good heart. Although it was years and years before we became sweethearts, at that moment I decided that boys, especially Andy, 'weren't so bad.' "
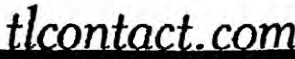
▶ View Next Story

▶ Back to Story List

Life Stories Story page

Fig 26d

tlcontact.com

We've provided informative links and
frequently asked questions for you to find
everything you need to know about hospice care.

▶ Exit

HOME

Ellen's CarePage

Welcome

CarePage

Biography
Latest News
Message Board
Helping Hand
Life Stories
Contact Info
Flowers & Gifts
▶ Hospice Info
Photo Gallery

▶Hospice Info

If you're interested in learning more about about hospice and end-of-life care, a good place to start is at our Frequently Asked Questions page. For further information, we invite you to explore the links below.

Hospice Information on the Web

- National Hospice Foundation - A charitable organization, created to broaden America's understanding of hospice through research and education.

- Growth House - A gateway to resources for life-threatening illness and end-of-life care.

- Americans for Better Care of the Dying - ABCD is an advocacy group for improving end-of-life care.

- The Project on Death in America - PDIA's mission is to understand and transform the culture and experience of dying and bereavement in America.

- Last Acts - A call-to-action campaign to improve care at the end of life.

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Figure 7: Hospice Info

Fig. 26 F.

July 01, 2004

PCT DIVISION
34 CHEIMIN DES COLUMBETTES
GENEVA, 1211
GENEVA, 20, SWITZERLAND

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